

Commercial Bank of Dubai- Payment Holiday- FAQs

Q: What is the CBD Payment Holiday Offer?

A: The Commercial Bank of Dubai (CBD) Payment Holiday Offer allows customers' to avail a one month payment break on their Credit Card repayments i.e. customers who opt-in for the campaign can defer their minimum payment on their CBD Credit Cards due by 30th Jan, 2019 without incurring any Late Payment Fee or negatively affecting their Credit history with CBD/the Al Etihad Credit Bureau. *Note that the payment being deferred is the payment for the month of Jan, 2019 billing cycle which is due by 30th of Jan, 2019. Customers need not make their minimum due payment by the said date.*

In case customers have an auto debit set-up and avail the Payment holiday facility, auto debit will be disabled for collecting payment due by 30th Jan, 2019 and hence no debit will happen across customer accounts. After the 30th Jan, 2019 due date, the auto debit feature will automatically be enabled to resume deductions as per regular set-up.

Note that this feature only allows customers to defer their min due payment however, regular interest charges on any outstanding balance will continue to apply.

Q: Who is eligible for the Payment Holiday Offer?

A: The Payment Holiday Offer is specifically offered to Commercial Bank of Dubai conventional credit cardholders who have received the offer through Emailers, SMSs or any other channel as chosen by the bank. *It is mandatory for customers to opt-in for the Payment Holiday Offer by sending SMS **CCPH to 4266 from their registered mobile number** before 21st Jan, 2019 in order to be eligible for the Payment Holiday Offer.*

CBD Staff or any CBD Islamic, Private, Corporate and Business Banking customers are not eligible for the Payment Holiday Offer.

Q: If a customer has received SMS from Commercial Bank of Dubai regarding the Payment Holiday Offer and they wish to avail the offer, what should they do?

A: In order to avail the offer, customers will have to opt-in by sending SMS CCPH to 4266 from their registered mobile number with the bank before 21st Jan, 2019.

Q: If a customer didn't receive any communication from the bank regarding Payment Holiday Offer, can they still avail the offer?

A: No. Payment Holiday Offer is specifically offered to Commercial Bank of Dubai Credit cardholders who have received the offer through Emailers, SMSs or any other channel as chosen by the bank.

Also note that in case customers have availed any installment products on the card i.e. EPP, FPP, COC or BT on installment, such customers cannot avail the Payment holiday facility even if they have received the communication and opt-in for the same.

BT with min due repayment of 5% is not considered as an installment product and customers having the same can opt-in for the payment holiday campaign.

Q: If customers avail the Payment Holiday Offer would they incur any Late Payment fee?

A: No. Commercial Bank of Dubai Credit cardholders can benefit from the Payment Holiday Offer by skipping the payment of minimum amount due on 30th Jan, 2019 without incurring late payment fees or without having their credit history impacted as a result of the payment holiday feature.

However, regular interest charges on outstanding balance amount will continue to apply as per standard rates as prescribed in the bank's credit card schedule of charges

Q: Can a customer avail the Payment Holiday Offer if they have taken a Balance Transfer/Cash on Call/Flexible Payment Plan/Easy Payment Plan on their CBD Credit Cards?

A: No. Customers who have taken BT/COC/FPP/EPP would not qualify for the Payment Holiday Offer.

Q: What will happen to customers who have set up auto debit for their Credit Card payments and wish to avail the Payment Holiday Offer?

A: Customers only need to send an SMS CCPH to 4266 from their registered mobile number with the bank before 21st Jan, 2019 to get registered for the offer and the bank will ensure no payment is deducted for the Jan 2019 billing cycle even if an auto debit is set-up for Credit Card payments. The auto debit status will go back to normal for the next month billing cycle

Q: What will happen to customers whose Credit Card account goes in to an over limit by availing the Payment Holiday offer?

A: All such customers would incur an Over limit fee as set forth in the CBD Credit cards schedule of charges.

Q: Can a customer take a Payment Holiday Offer if they have more than 1 Credit Card with CBD?

A: Yes, as long as customers have opted-in by sending an SMS they can avail the Payment Holiday Offer on all the active credit cards and can choose to skip their minimum due payment due as of 8 Jan, 2019 billing cycle on all their credit cards without incurring late payment fee and without adversely affecting their Credit history.

Q: How much would a customer pay in the month of Feb, 2019 if they have availed the Payment Holiday offer for Jan, 2019 billing cycle?

A: The billing statement for the month of Feb, 2019 will include outstanding balance of previous statement cycle of Jan, 2019 plus any interest charges accumulated on the outstanding balances before the statement generation date. The min due amount will be 5% of the total outstanding amount billed in the Feb, 2019 statement cycle.